

Newsletter  
Supervisory Board (OdV) Activities  
April - May - June 2022

## Overview

1. Annual Report 2022 - activities and results 2021 .....	3
2. Assessment of the correctness of the KPI calculation Res. no. 395 .....	3
3. Analysis of the NetMap database quality .....	4
4. FTTC saturated ONU audits .....	4
5. Simplification and rationalisation of rejection reasons .....	5
6. Monitoring of equal treatment on the basis of KPIs pursuant to Res. No. 395/18/CONS.....	5
7. Monitoring Technical Plans .....	5
8. Observatory on FTTC network quality .....	6
9. Meetings with Agcom and TIM .....	6

## 1. Annual Report 2022 - activities and results 2021

On **22 June 2022** at the **Coffee House of Palazzo Colonna** in Rome, the Supervisory Authority presented its **Annual Report 2022 - activities and results 2021**.

The meeting saw the participation of the AgCom Commissioner **Laura Aria**, TIM CEO **Pietro Labriola**, the Director General of DG Connect of the European Commission **Roberto Viola** and the Deputy Head of Cabinet of the Ministry of Economic Development **Mario Antonio Scino**.

The meeting kicked off with a presentation by President Gianni Orlandi on the main achievements in 2021 and the future prospects.

The participants were kept engaged by the heated **debate** on the **future of the access network** and the ongoing talks between TIM, Open Fiber and public institutions on the creation of a single access infrastructure.

At the start of his speech, Chairman Orlandi stated that "this is a crucial turning point for the network and the protection of the free market and competitiveness, attention to the end consumer, and the guarantee of quality connections and services must not be overshadowed by industrial reasons.

## 2. Assessment of the correctness of the KPI calculation Resolution no. 395

On **9 June 2022**, a second session of the year was held to verify the correctness of the calculation of the indicators under Resolution no. 395/18/CONS.

During the session, the calculation algorithms of two indicators, one for delivery and one for assurance, were examined in detail:

- **KPI 4 - Average time to get a first appointment**, calculated on Ultra Broadband FTTC services (for TIM Retail) and VULA FTTC/Bitstream NGA FTTC services (for OAO);
- **KPI 16 - Percentage of faults (Trouble Ticket TT) closed within the 2nd working day**, calculated for Broadband services (for TIM Retail) and Asymmetric Bitstream (for OAO).

The results of the verification made it possible to confirm the correct calculation of the indicators examined.

### 3. Analysis of the NetMap database quality

During the quarter, the **analysis of the quality** of the **NetMap** database continued in accordance with the provisions of **Resolution no. 9/2019**.

In particular, TIM continued to provide updated monthly surveys of the new specific KPI aimed at enabling the Supervisory Body to monitor the level of accuracy of the geolocation of the addresses in the NetMap database.

At the end of the quarter, the trends of the **NetMap quality indicators**, updated until **April 2022**, were made available to the Authority.

The analysis of the data showed the continuous improvement in the level of accuracy of the address localisation information, which also occurred in Q2 2022.

### 4. FTTC saturated ONU audits

On 16 May, the first **"on site" audit** of 2022 took place, aimed at ascertaining equal treatment and non-discrimination between TIM Retail and the OAOs on the FTTC network with regard to the management of Work Orders that fall on areas served by saturated ONUs.

The audit concerned the **FOL Emilia Romagna** (Northeast Operational Area).

During the meeting it was possible to ascertain the dissemination to the operational structures of the FOL of the Work Instruction on the new process "Delivery Management on Saturated ONUs" ordered by TIM to implement some recommendations contained in Resolution no. 2/2022 of 27 January 2022.

The analysis of the information collected made it possible to verify the correct implementation of the aforementioned Work Instruction.

## 5. Simplification and rationalisation of rejection reasons

With reference to the simplification and rationalisation of the reasons for rejection, a careful **revision of the documents** already made available to Agcom in 2018 and 2019 was carried out.

The update led to the establishment of new Reject Causes for the management of Work Orders in the unbundled regime and a document, prepared in such a way as to be **suitable for public consultation**, was drafted.

The **document** was **approved** by the Board of Directors on **14 June 2022** with **Resolution no. 8/22** and sent to Agcom.

## 6. Monitoring of equal treatment on the basis of KPIs pursuant to Resolution No. 395/18/CONS

Since 2019, the year in which the new equal treatment KPIs pursuant to Resolution No. 395/18/CONS became available, the Supervisory Board has started to monitor TIM Retail - OAO equal treatment on a monthly basis in continuity with the provisions of Commitment Group No. 4 of Resolution No. 718/08/CONS.

The monitoring activity is implemented with the monthly analysis of all the **KPIs** provided for by **Resolution 395/18/CONS** to highlight any deviations from the **OAO-TIM Retail equal treatment**.

In the quarter in question, the trends of the 395 KPIs for **February-March-April 2022** were made available to the Authority.

## 7. Monitoring Technical Plans

In the context of **Undertaking Groups nos. 5 and 6**, during this quarter the Supervisory Board continued to verify the transmission of the documentation prescribed by the same groups.

In particular, it was ascertained that the documents concerning quarterly programmes and final accounts were published within the prescribed time limits.

## 8. Observatory on FTTC network quality

Following the discussion with TIM in order to complete the information base needed to set up the FTTC network quality observatory, a network **quality indicator** was identified that was correlated to the **incidence of service faults requiring the intervention of the on-field technician**.

The indicator thereby identified is quite similar to the one calculated by Openreach for OFCOM, defined as: *“Number of Faults that achieved Restored Service during the relevant month, expressed as a percentage of the Installed Base”*.

This indicator, referring to 12 months, will be made available month by month from the third quarter of 2022 as a result of the calculation over a **12-month sliding window**.

## 9. Meetings with Agcom and TIM

In the April - June 2022 quarter, the Supervisory Board held repeated meetings with the **Authority for Communications Guarantees** within the scope of the activities envisaged in the 2022 work plan, while the dialogue with Telecom Italia on the same issues also continued.

With regard to the meetings between the Board and TIM, the meetings held on 28 April, 17 May and 14 June 2022 are worth mentioning, which were useful moments of discussion and debate on the issues related to the implementation of the 2022 work plan.